

01-06-00

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Practitioner's Docket No. 1264

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Box Patent Application
Assistant Commissioner for Patents
Washington, D.C. 20231

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of

Inventor(s): Bryce A. Jones

For (title): METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

1. Type of Application

This transmittal is for an original (nonprovisional) application.

CERTIFICATION UNDER 37 C.F.R. 1.10*

(Express Mail label number is mandatory.)

(Express Mail certification is optional.)

I hereby certify that this correspondence and the documents referred to as attached therein are being deposited with the United States Postal Service on this date 1-5-00, in an envelope as "Express Mail Post Office to Addressee," mailing Label Number EL393719183US, addressed to the: Box Patent Application, Assistant Commissioner for Patents, Washington, D.C. 20231.

Laura S. Mellblom

(type or print name of person mailing paper)

Laura S. Mellblom
Signature of person mailing paper

WARNING: Certificate of mailing (first class) or facsimile transmission procedures of 37 C.F.R. 1.8 cannot be used to obtain a date of mailing or transmission for this correspondence.

***WARNING:** Each paper or fee filed by "Express Mail" must have the number of the "Express Mail" mailing label placed thereon prior to mailing. 37 C.F.R. 1.10(b).
"Since the filing of correspondence under § 1.10 without the Express Mail mailing label thereon is an oversight that can be avoided by the exercise of reasonable care, requests for waiver of this requirement will not be granted on petition." Notice of Oct. 24, 1996, 60 Fed. Reg. 56,439, at 56,442.

2. Papers Enclosed

A. Required for filing date under 37 C.F.R. 1.53(b) (Regular) or 37 C.F.R. 1.153 (Design) Application

9 Page(s) of Specification

18 Page(s) of Claims

4 Sheet(s) of Drawing(s)—Formal

B. Other Papers Enclosed

2 Page(s) of declaration and power of attorney

1 Page(s) of abstract

2 Page(s) of Assignment and Agreement in an Application for Letters Patent of the United States of America

3. Declaration or Oath

Enclosed

Executed by:

● inventor.

4. Inventorship Statement

The inventorship for all the claims in this application is the same.

5. Language

English

6. Assignment

An assignment of the invention to Sprint Communications Company, L. P. is attached. A separate "COVER SHEET FOR ASSIGNMENT (DOCUMENT) ACCOMPANYING NEW PATENT APPLICATION" is also attached.

7. **Fee Calculation (37 C.F.R. 1.16)**

Regular Application

CLAIMS AS FILED					
Claims	Number Filed	Basic Fee Allowance	Number Extra	Rate	Basic Fee 37 CFR 1.16(a) \$690.00
Total Claims (37 CFR 1.16(c))	145	- 20 =	125 x	\$18.00	\$2,250.00
Independent Claims (37 CFR 1.16(b))	9	- 3 =	6 x	\$78.00	\$468.00
Multiple Dependent Claim(s), if any (37 CFR 1.16(d))			+	\$260.00	\$0.00

Filing Fee Calculation \$3,408.00

8. **Fee Payment Being Made at This Time**

Enclosed

Filing Fee \$3,408.00

Recording assignment
(\$40; 37 C.F.R. 1.21(h))
(See attached "COVER SHEET FOR
ASSIGNMENT ACCOMPANYING NEW
APPLICATION".)

\$40.00

Total Fees Enclosed \$3,448.00

9. **Method of Payment of Fees**

Charge Account No. 21-0765 in the amount of \$3,578.00.
A duplicate of this transmittal is attached.

10. Authorization to Charge Additional Fees

The Commissioner is hereby authorized to charge the following additional fees by this paper and during the entire pendency of this application to Account No. 21-0765.

37 C.F.R. 1.16(a), (f) or (g) (filing fees)

37 C.F.R. 1.16(b), (c) or (d) (presentation of extra claims)

37 C.F.R. 1.16(e) (surcharge for filing the basic filing fee and/or declaration on a date later than the filing date of the application)

37 C.F.R. 1.17(a)(1)-(5) (extension fees pursuant to § 1.136(a))

37 C.F.R. 1.17 (application processing fees)

11. Instructions as to Overpayment

Credit Account No. 21-0765.

Respectfully submitted,


SIGNATURE OF PRACTITIONER

ATTORNEY CONTACT:

Eugene G. Kim, Reg. No. P46,267
Phone: (303) 449-9497
Fax: (303) 449-0814

CORRESPONDENCE ADDRESS:

Attn: Harley R. Ball
Sprint Law Department
8140 Ward Parkway
Mailstop: MOKCMP0506
Kansas City, Missouri 64114

Customer No. 021396